



2nd August 2023

Urgent Field Safety Notice

Product: FreeStyle LibreLink app for Android, version 2.10.0

Reference: ADC FA1032-2023

Communication from Manufacturer

Dear Customer:

Thank you for being one of our valued FreeStyle LibreLink app users.

We're pleased to inform you a new version of the FreeStyle LibreLink app for Android (2.10.1) is now available for download in the Ireland Google Play Store. Please upgrade your FreeStyle LibreLink Android app to version 2.10.1 as soon as possible.

This new version of the FreeStyle LibreLink app (2.10.1) fixes the issue with the previous version (2.10.0) and includes automatic real-time glucose readings for people who use FreeStyle Libre 2 Sensors.

Background

You recently received communication from us about an issue with the previous Android app version 2.10.0. After upgrading the app, some FreeStyle Libre 2 customers may have experienced instances where outdated glucose readings appeared as current readings during periods of signal loss. These customers may not have received signal loss alarms.

We sincerely apologise if this has caused any inconvenience.

What You Should Do

To check which app version you have, follow these steps:

- Open the FreeStyle LibreLink app
- Tap **Menu** then tap **About**
- The app version will be listed on this screen under Software Full Version

If you have your phone set to automatically upgrade, you may already have the new version 2.10.1. If not, use these steps to upgrade to version 2.10.1:

- Open the **Google Play Store**
- Search for FreeStyle LibreLink app
- Tap **Update**

Thank you for your patience while we prepared the latest version of the app. If you need further support, please contact 1800 776633. The team is available 08.00 – 20.00 (Monday – Friday) excluding Bank Holidays, and 09.00 – 17.00 Saturday.

Sincerely,
Abbott, Diabetes Care